Avaya J129 IP Phone overview

The Avaya J129 IP Phone is a SIP-based phone intended to be used for basic business communications. The phone supports two-call appearances with a single-line call display.

Physical specifications

- Two call appearances
- A 128 x 32 pixels graphical LCD
- Three softkeys
- Dual 10/100 network ports
- Power over Ethernet class one device
- Magnetic Hook Switch

Icons on the phone

The following table lists the icons used in the Avaya J129 IP Phone:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Line indicator; first call appearance</td>
</tr>
<tr>
<td>📞</td>
<td>Line indicator; second call appearance</td>
</tr>
<tr>
<td>📞</td>
<td>More than 10 recent missed calls</td>
</tr>
<tr>
<td>🔴</td>
<td>Recents- Outgoing call</td>
</tr>
<tr>
<td>🔴</td>
<td>Recents- Missed call</td>
</tr>
<tr>
<td>🔴</td>
<td>Recents- Incoming call</td>
</tr>
<tr>
<td>🔴</td>
<td>Outgoing recent MDA</td>
</tr>
<tr>
<td>🔴</td>
<td>Missed call</td>
</tr>
<tr>
<td>🔴</td>
<td>Check</td>
</tr>
<tr>
<td>☑️</td>
<td>MDA active</td>
</tr>
<tr>
<td>☑️</td>
<td>New call setup</td>
</tr>
<tr>
<td>☑️</td>
<td>Voicemail</td>
</tr>
<tr>
<td>☑️</td>
<td>Checkbox off</td>
</tr>
<tr>
<td>☑️</td>
<td>Checkbox on</td>
</tr>
<tr>
<td>☑️</td>
<td>Active conference</td>
</tr>
<tr>
<td>☑️</td>
<td>Conference on hold</td>
</tr>
<tr>
<td>☑️</td>
<td>Contrast</td>
</tr>
<tr>
<td>☑️</td>
<td>EC500</td>
</tr>
<tr>
<td>☑️</td>
<td>Failover</td>
</tr>
<tr>
<td>☑️</td>
<td>Radio button off</td>
</tr>
<tr>
<td>☑️</td>
<td>Radio button on</td>
</tr>
<tr>
<td>☑️</td>
<td>Feature unavailable</td>
</tr>
<tr>
<td>☑️</td>
<td>Call forward</td>
</tr>
<tr>
<td>☑️</td>
<td>Handset</td>
</tr>
<tr>
<td>☑️</td>
<td>Hold</td>
</tr>
<tr>
<td>☑️</td>
<td>Phone lock</td>
</tr>
<tr>
<td>☑️</td>
<td>Ringer on</td>
</tr>
<tr>
<td>☑️</td>
<td>Ringer off</td>
</tr>
<tr>
<td>☑️</td>
<td>Speaker</td>
</tr>
<tr>
<td>☑️</td>
<td>Do not disturb</td>
</tr>
</tbody>
</table>

Handling calls

Making a call by using the dial mode

Use this procedure to make a call without lifting the handset or pressing Speaker.

Set the dial mode on the phone to Auto or Manual.

- If the dial mode is set to Auto, dial the required number of digits.
- If the dial mode is set to Manual, dial the number and press the Call softkey.

Making a call without using the dial mode

1. Lift the handset or press Speaker.
2. Press the digits on the dial pad.
   The phone initiates the call when the inter digit timer times out.

Making a call from the local contacts list

1. Press Main Menu > Contacts.
   The phone displays the message Use dialpad to search.
2. Press the digits on the dial pad that correspond to the letters of the name of the person you want to call. For example, press 764 to search for someone whose name is Smith.
3. Press one of the following to start a call to the selected number:
   • Call
   • OK

Making a call from the corporate database contacts list

Use this procedure to make a call from the corporate database contacts list. This feature is only available in the Avaya Aura® environment.

1. On the Phone screen, press one of the following:
   • Main Menu > Contacts > Search.
   • Contacts > Search.
2. Press the digits on the dial pad that correspond to the name of the person you want to call.
3. Press Search.
4. Press one of the following to start a call:
   • Call
   • OK

Making a call from call history

Use this procedure to make a call from call history. If the system administrator configures emergency calling for your phone, then Emerg softkey replaces the Recents softkey.

1. On the Phone screen, press one of the following:
   • Main Menu > Recents
   • Recents
2. Use the Up and Down Arrow keys to select the number that you want to call.
Making an international call
E.164 is a standard format of international public telephone numbering. An E.164 number can have up to 15 digits and is preceded by a plus sign (+). Use the following procedure to dial an E.164 number.
1. Long press the 0 key to display the plus sign (+).
2. Dial the number that you want to call.

Using call forwarding
Activating and deactivating call forward
Use this procedure to forward incoming calls to a specified number.
In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.
Ensure that the system administrator enables Call Forward features for your extension.
1. Press Main Menu > Features.
2. Use the Down Arrow key to go to one of the following Call Forward screens.
   • Call Fwd
   • Call Forward-Busy
   • Call Forward-No Answer
3. Press Select or OK.
4. In the Destination field, enter the number where you want to forward the incoming calls.
5. Press Save or OK.
   The phone generates a confirmation tone and returns to the Features menu.
6. To deactivate any of the Call Forward feature, go to the respective screen and press Select or OK.

Managing conference calls
Adding a person to an active call
Use this procedure to add participants to an active call to set up a conference call.
You must be on a call to initiate a conference call.
1. During a call, on the Phone screen, press Conf.
   The phone puts the second call on hold.
2. To make a call to a third participant, do one of the following:
   • Dial the phone number by using the dial pad.
   • Call the person from the Contacts list or from the Recents list
   • Redial the last dialed number by using the Redial softkey.
3. Press the Join softkey.
4. To add another person, press Add and repeat steps 3 and 4.
   In IP Office environment, the Add softkey is not available. Therefore, the conference is hosted on the phone and only three participants are supported.

Managing contacts
Adding a new contact
Use this procedure to add a contact to the phone. You can save a maximum of 250 contacts.
1. Do one of the following:
   • If there is no contact in the contacts list, press Contacts > New or press Main Menu > Contacts > New.
   • If there is at least one contact in the contacts list, press Contacts > More > New or press Main Menu > Contacts > More > New.
2. Use the dial pad to enter the name.
   • Press the number key that corresponds to the letter or number that you want to enter.
   • If the characters are on the same key, pause before entering the next character.
   • To enter a space, press 0.
   • Enter the remaining letters or numbers.
   • To enter a symbol, press More > Symbol. Use the navigation arrows to highlight the symbol that you want to enter and press Insert.
   • To delete the last character, press the Bksp softkey.
3. Enter the number.
   The contact number can include uppercase and lowercase letters, numbers 0-9, and special symbols, such as comma (,), plus (+), and dot (.).
4. Press Save.

Searching for a contact
Use this procedure to search contacts from the local contacts list or enterprise directory. However, in IP Office environment, you can search for a contact only from the local contacts list.
1. To search for a contact from the local contacts, do the following:
   a. Press Main Menu > Contacts.
      The phone displays the message Use dialpad to search.
b. Press the digits on the dial pad that correspond to
   the letters of the name of the person you want to
call. For example, press 764 to search for
someone whose name is Smith.

2. To search for a contact from the enterprise directory,
do the following:
a. On the Phone screen, press Contacts > Search
or press Main Menu > Contacts > Search.
b. Use the dialpad to enter the name.
c. Press Search.
   To add the contact to the local contacts, press
   +Contact.

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Managing call history
Adding or deleting a call record from the
call history menu
1. Do one of the following:
   • Press Recents.
   • Press Main Menu > Recents.
2. Select the number that you want to add or delete.
3. Select Details.
4. Select one of the following:
   • +Contact: To add a call record from the call history
     menu to the contacts list.
   • Delete: To delete a call record from the call history.

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Using call related features
Parked and unparked a call
Use this procedure to park the active call and answer the
call from another extension.

This feature is only available in the Avaya Aura®
environment.

Your system administrator must activate the feature for
your extension.

In the IP Office environment, this feature is supported
using short code dialing. Contact your system
administrator for the list of short codes.

1. While on an active call, press Main Menu > Features.
2. Use the Down Arrow key to go to the Call Park
screen.
3. Press Select or OK.
   The phone parks the call.
4. To answer a parked call, press Main Menu >
   Features.

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Setting up automatic call back
When an extension is busy, use this procedure to receive
a call back automatically after the extension is free.

In the IP Office environment, this feature is supported
using short code dialing. Contact your system
administrator for the list of short codes.

Your system administrator must activate the feature for
your extension.

1. During an active call, press Main Menu > Features.
2. Use the Down Arrow key to go to the Auto Callback
screen.
3. Press Select or OK to activate Auto Callback.
   When you end the callback call, the system
deactivates the feature automatically.

Activating EC500
Use this procedure to answer calls on your cell phone.

This feature is only available in the Avaya Aura®
environment.

The system administrator must program the phone so that
you can receive incoming calls on your cell phone.

1. Press Main Menu > Features.
2. Use the Down Arrow key to go the EC500 screen.
3. Press OK.

Assigning Speed Dial
Use this procedure to assign speed dial numbers to your
contacts. You can assign up to nine speed dial entries.

This feature is only available in the Avaya Aura®
environment.

1. Press Main Menu > Settings > Phone Settings.